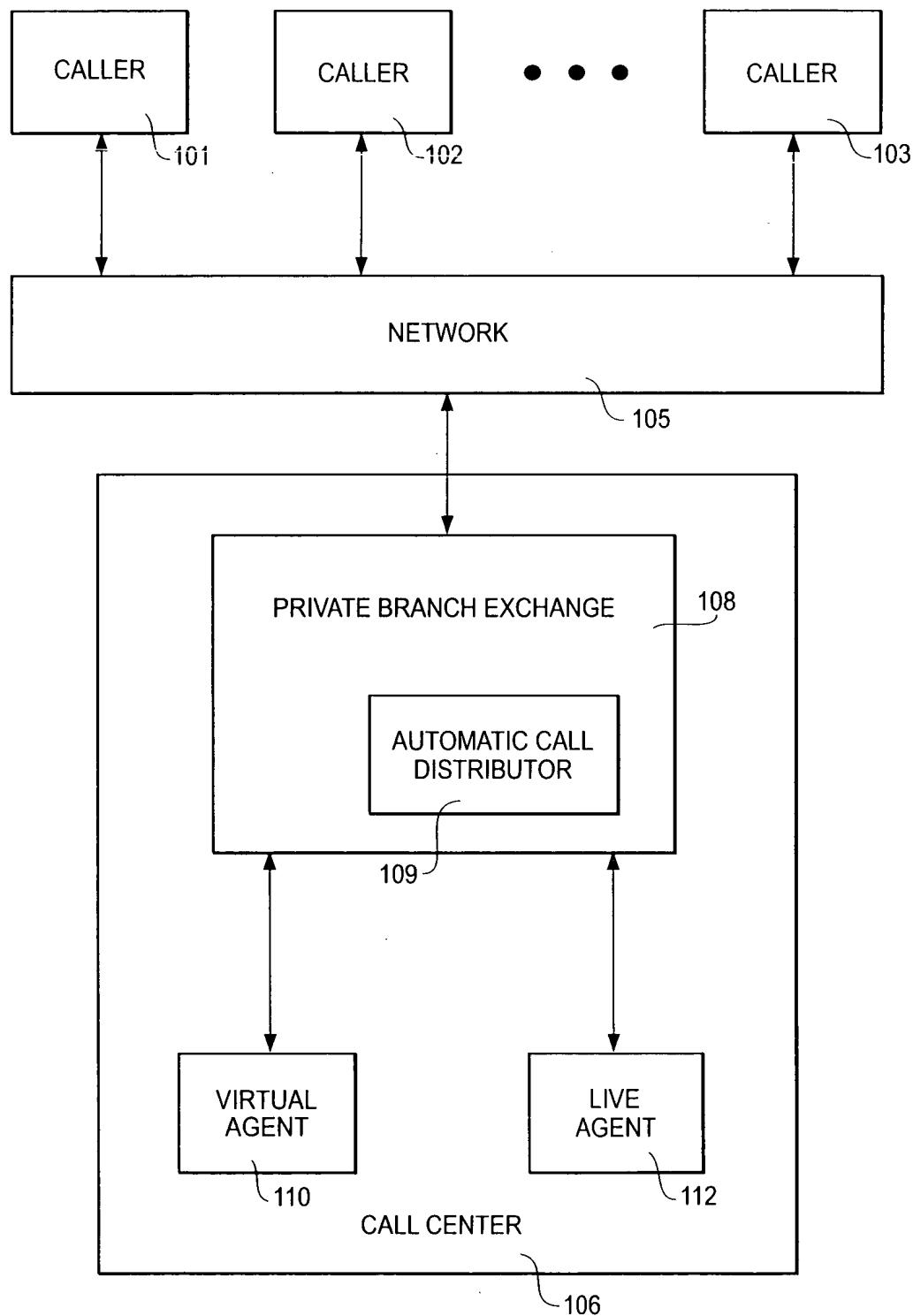


Fig. 1



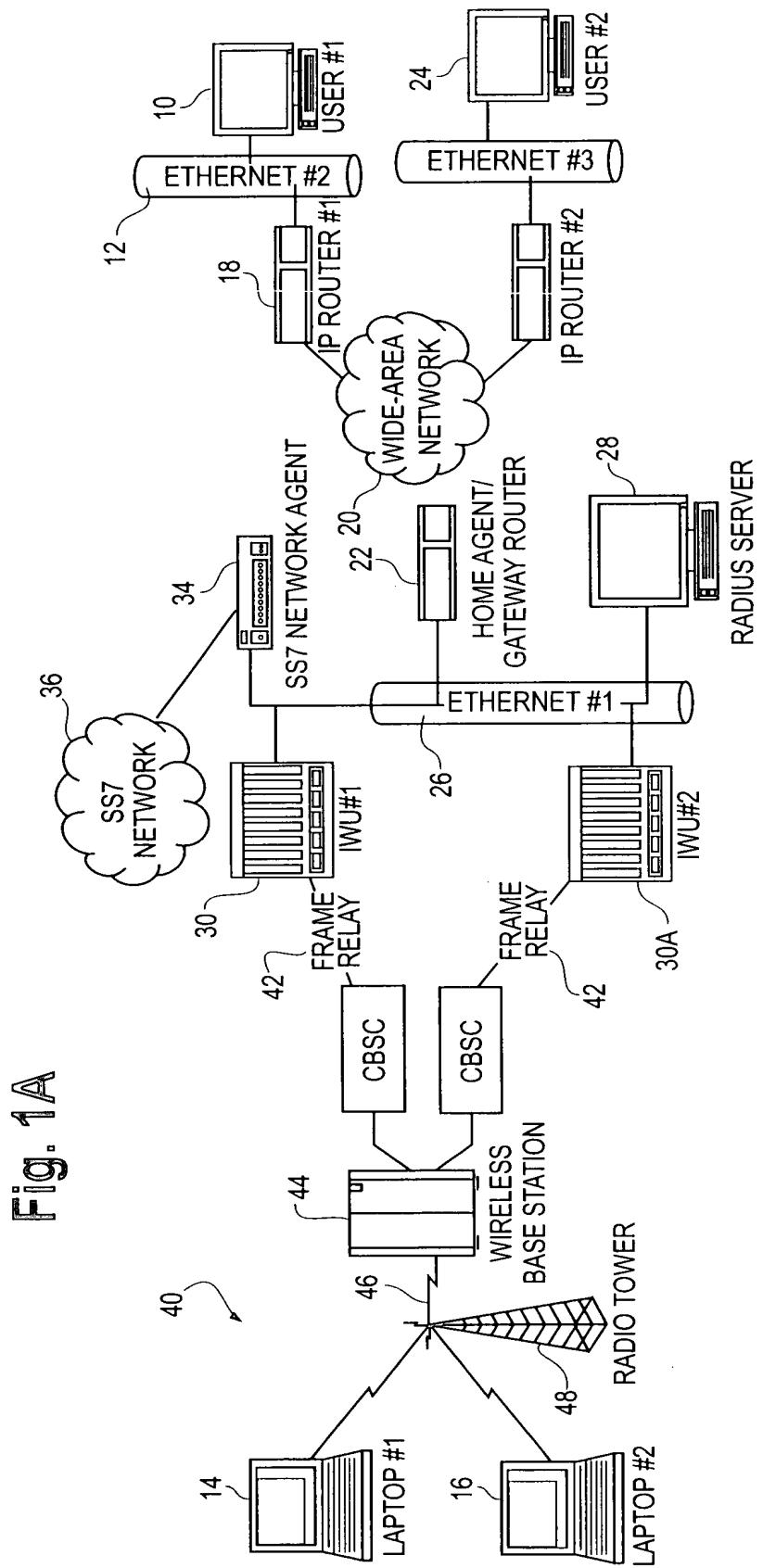


Fig. 2

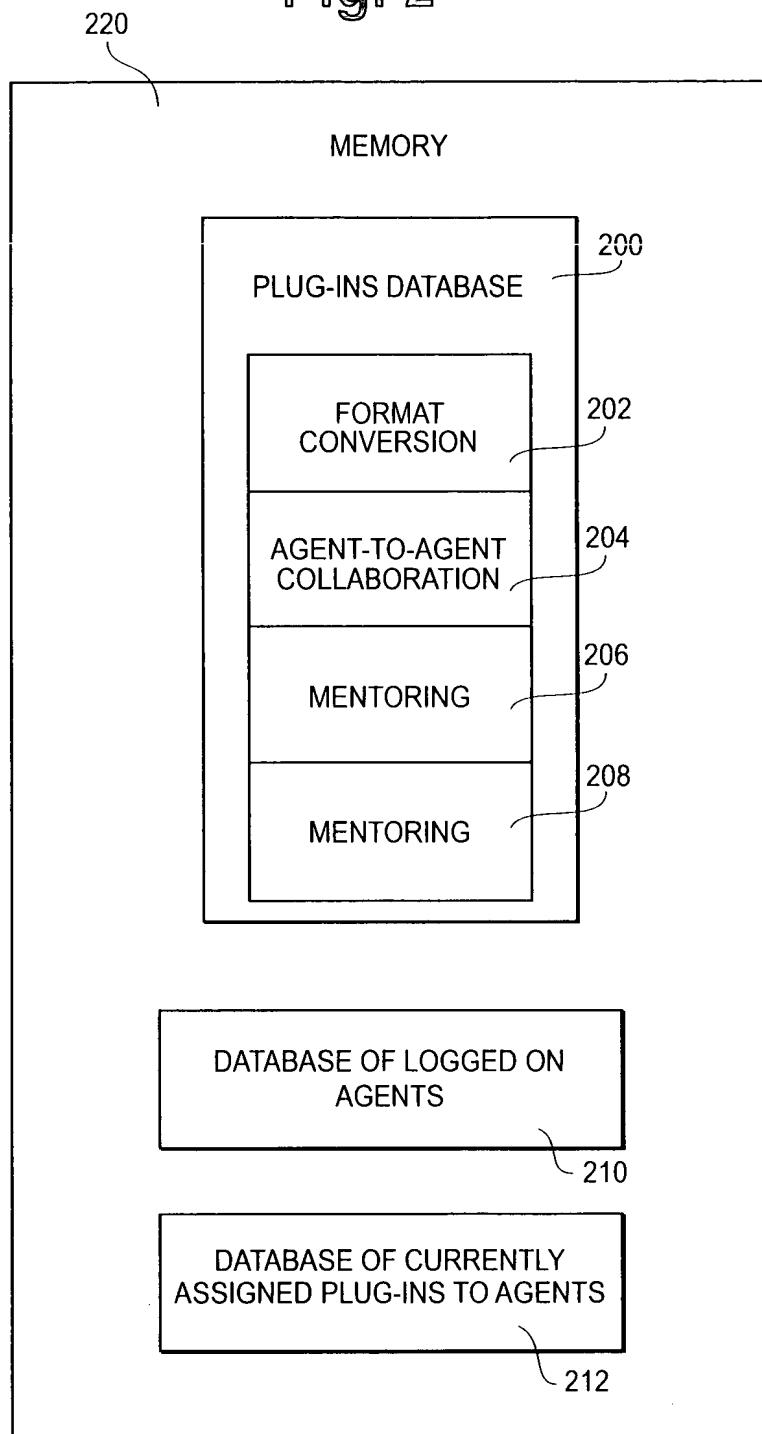


Fig. 2A

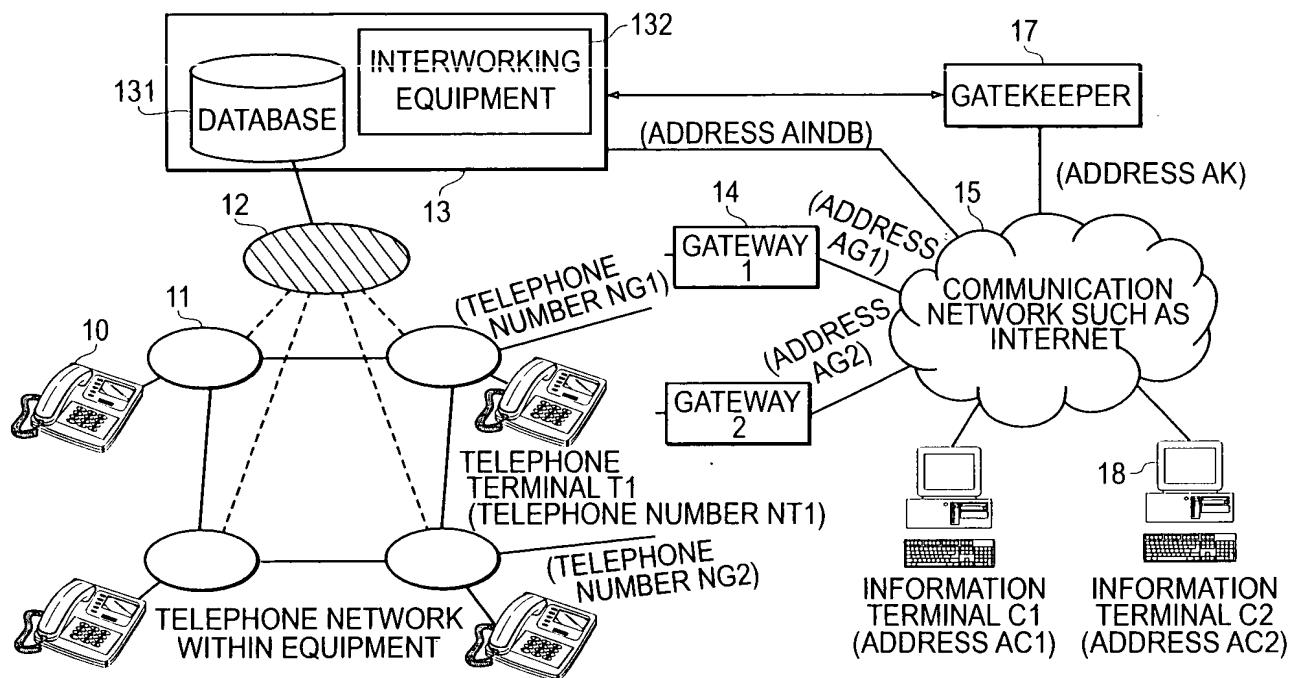


Fig. 3

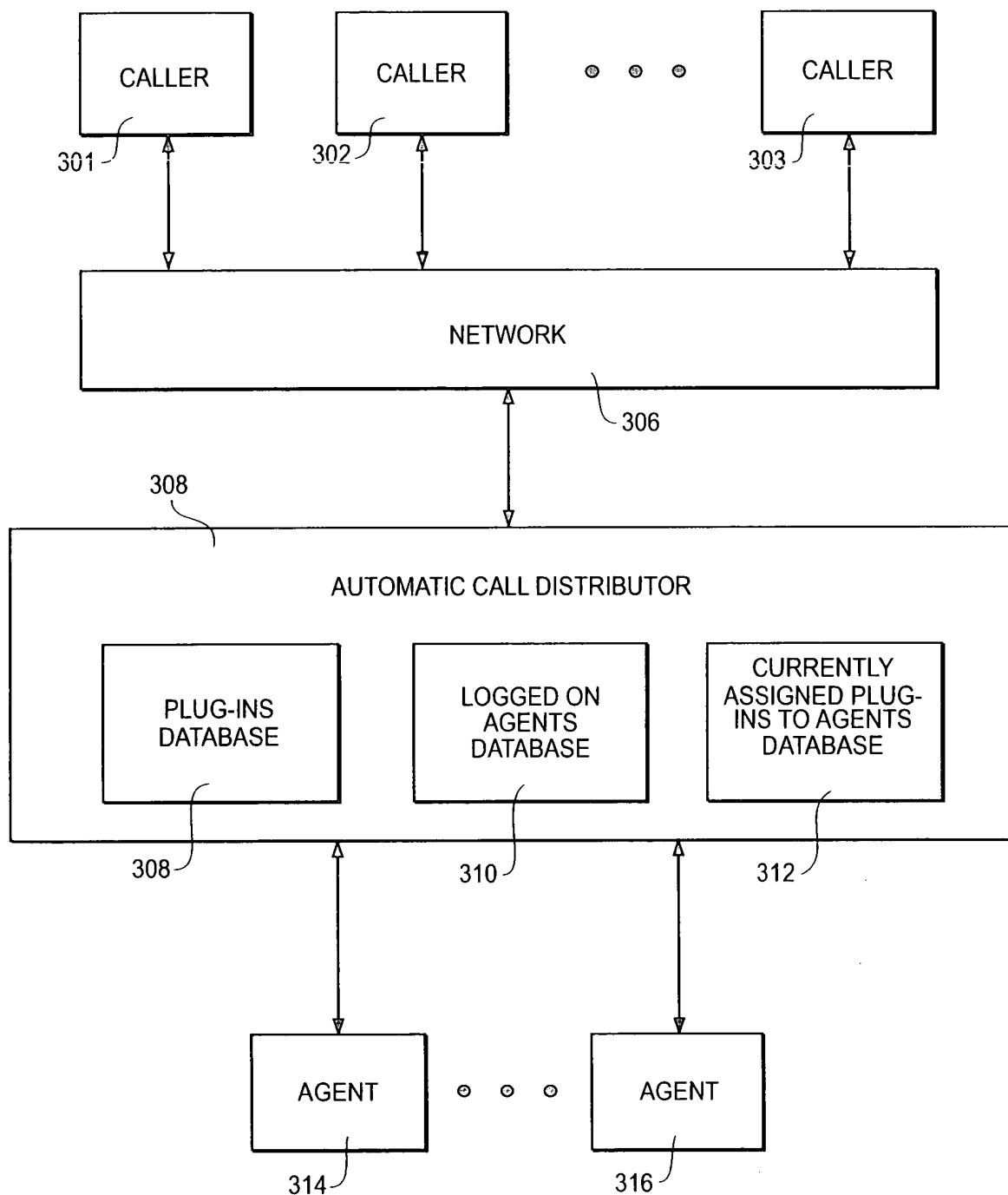


Fig. 4

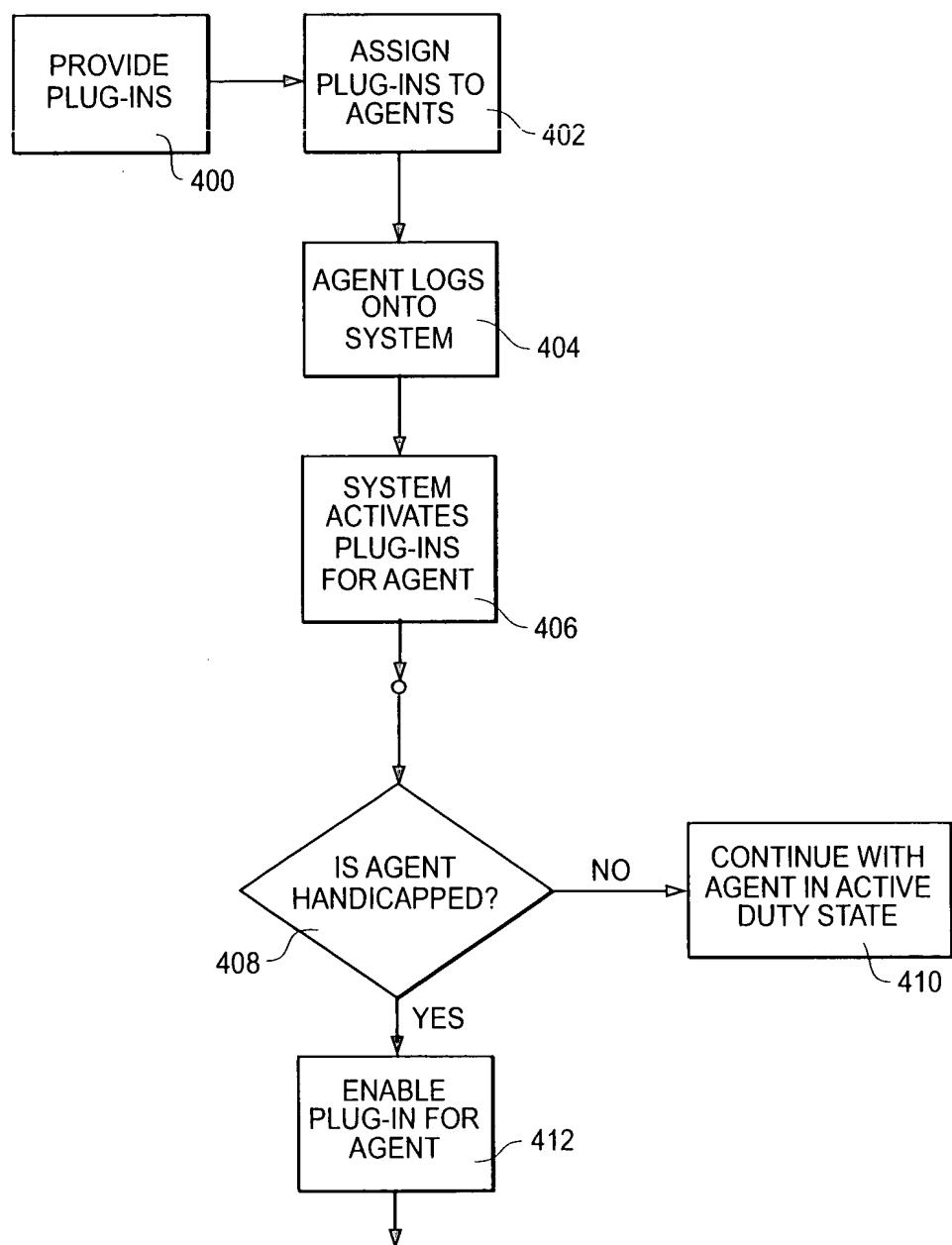


Fig. 5

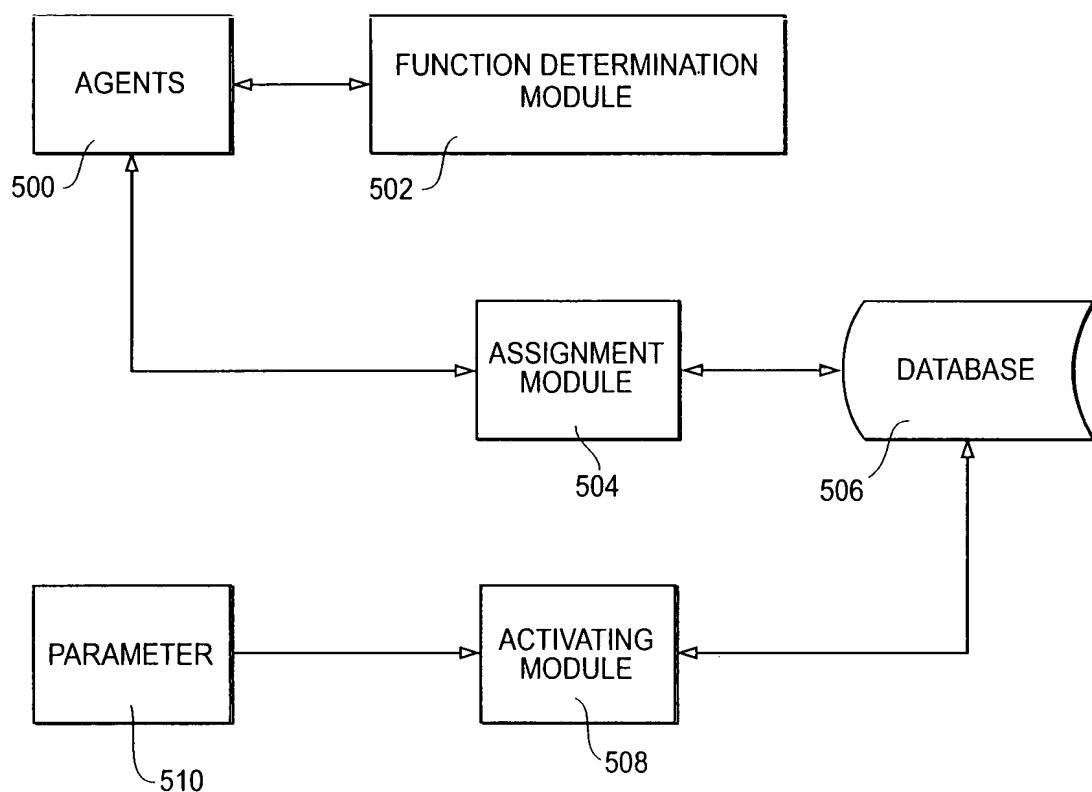


Fig. 6

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COMPUTER READABLE MEDIA

COMPUTER PROGRAM CODE SEGMENT THAT PROVIDES AT LEAST ONE PLUG-IN THAT IMPLEMENTS AT LEAST ONE MESSAGE FORMAT CONVERSION IN THE COMMUNICATION SYSTEM

602

COMPUTER PROGRAM CODE SEGMENT THAT ASSIGNS THE AT LEAST ONE PLUG-IN TO A HANDICAPPED AGENT

604

COMPUTER PROGRAM CODE SEGMENT THAT ACTIVATES, UPON DETECTING A MESSAGE IN A FIRST FORMAT, THE AT LEAST ONE PLUG-IN FOR THE RESPECTIVE HANDICAPPED AGENT FOR CONVERTING THE DETECTED MESSAGE IN THE FIRST FORMAT TO A SECOND FORMAT AND FOR CONVERTING A RESPONSE IN THE SECOND FORMAT TO THE FIRST FORMAT

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